



**HUMANA.**

Insured by Humana Wisconsin Health  
Organization Insurance Corporation

## HUMANA-WESTERN REGION

**PreferredOne provider network**

**111 W PLEASANT STREET**

**Milwaukee, WI 53212-0359**

**800-4Humana (800-448-6262)**

Type of Plan ..... Health Maintenance Organization  
Total Number of Members ..... 2,637  
Years of Operating Experience ..... 15 years  
Total Number of Primary Care Physicians (PCPs)..... 400  
Percentage of PCPs Accepting New Patients..... 80%  
Percentage of Board Certified Specialty Care Physicians ..... N/A  
Number of Urgent Care Facilities ..... N/A  
Number of Dentists ..... Provider of your choice  
Percentage of Dentists Accepting New Patients ..... Not applicable

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	For more detailed information please refer to the Humana Member Handbook inside your provider directory. PreferredOne specialists do NOT require a referral. Network Chiropractic and Behavioral Health providers do NOT require a referral.
<b>Medicare Claims Procedure</b>	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim you will receive an Explanation of Medicare Benefits (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
<b>Prescription Drug Policy</b>	The Prescription Drug benefit is administered through Humana's Drug formulary, which includes over 850 drugs. A physician may request authorization in writing to cover a non-formulary drug; authorization may be granted based on documented medical necessity. Request a 2002 Provider Directory for more information.
<b>Dispensing Policy</b>	Prescriptions are dispensed in a maximum 34-day or 1-month supply, including oral contraceptives. Authorization for multiple refills at one time for travel purposes may be obtained by the pharmacy contacting Humana's Pharmacy Services Dept.
<b>Mail Order</b>	Effective January 1, 2002, Humana will have a mail order program available through AdvancedPCS. For more information please refer to a Humana Member, visit the Humana website at <a href="http://www.humana.com">www.humana.com</a> , or call Customer Service at 1-800-4Humana (800-448-6262).
<b>Disposable Diabetic Supplies Procedure</b>	Disposable supplies must be purchased from a plan pharmacy. If durable medical equipment is purchased from a plan pharmacy, you must pay the entire cost and submit the claim to the plan for reimbursement of charges in excess of the 20% coinsurance.
<b>Outpatient Mental Health Network/Policy</b>	When you use a Humana network provider, a referral is not required. Simply call toll-free the following 24-hour, 7-day a week access line: 877-948-6262 for authorization and provider recommendations.
<b>24-Hour Nurse Line</b>	A 24-hour, 7-day a week medical information line is available to all Humana members. Shortly after enrollment you will receive the toll-free number so that a registered nurse can help you assess your symptoms.

## ADDITIONAL INFORMATION

<b>PCP Restrictions</b>	You and each family member must select a primary care physician from the PreferredOne network.
<b>Dental Benefits If Provided</b>	100% preventative care; 50% basic care; SELECT YOUR OWN DENTIST; 50% orthodontic coverage up to individual ortho benefit maximum of \$1200, with coverage limited to each covered dependent child. Please call toll-free 1-800-233-4013 if you have any questions about Dental claims.

Counties in Service Area	Hospitals in County*	Major Providers in County*
Douglas	St. Mary's Hospital of Superior	Preferred One
Dunn	Myrtle Werth Hospital	Preferred One
Eau Claire	Luther Hospital;Midelfort Clinic	Preferred One
Pierce	River Falls Area Hospital	Preferred One
Polk	Amery Regional Medical Center	Preferred One
	Osceola Medical Center	Preferred One
St. Croix	Holy Family Hospital, Baldwin Hospital, Hudson Memorial	Preferred One

Humana on the web: Use the secure Member Self-Service Center to get the information you want, when you want it: New ID Cards, claim information, pharmacy information including a drug library, RX history, and mail order.

For questions during Dual Choice enrollment, please call our Open Enrollment Hotline toll-free at 1-888-EZENROL (1-888-393-6765) between 7 a.m. and 7 p.m. TDD services available at 1800-526-0844.

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.

HMO providers submit claims directly. However, if you do receive a notice of a claim, it should be sent directly to:

Humana Claims Office  
P.O. Box 14601  
Lexington, KY 40512-4601